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Questions & Answers

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Question: 1

From a Customer Success perspective, which reason to monitor your customer's health is the most important?

A. It provides the opportunity to address any changes in the customer's experience or actions around the solution
B. It allows the customer to identify unused licenses so they can be addressed via a service improvement plan
C. Understanding your customer's health directly enables renewals
D. It gives the customer valuable insight so they can automatically renew critical on time

Answer: C

Reference: https://www.gainsight.com/customer-success-best-practices/how-to-score-customer-health/

Question: 2

What are two barriers of adoption in an organization? (Choose two.)

A. new product sales motion
B. lack of knowledge on solution
C. organizational announcements
D. implementation issues
E. hiring practices

Answer: BD

Question: 3

In an onboarding session, introductions to new stakeholders were made, new KPIs were collated, and desired use cases were discussed. Which step does the Customer Success Manager take next?

A. Document the session, stakeholder interests, and metrics for leadership
B. Create a success plan to be reviewed with the customer at the next review meeting
C. Provide technical configuration for development
D. Discuss new opportunities and new products to purchase

Answer: B

Question: 4

Which list of components of a Customer Success Quarterly Success Review is common?

A. results from prior quarter, product roadmap, proposed marketing new products, and confirm goals for the

next quarter
B. results from prior quarter, agreed actions completed, benchmarking with the market, and confirm goals for next quarter
C. results from prior quarter, services delivered, issues and open services cases, and confirm goals for next quarter
D. results from prior quarter, cover roadmap and promote new products, and confirm goals for next quarter

Answer: C

Question: 5

Which item should the Customer Success Manager focus on to enable the adoption of a software solution?

A. KPI that will be improved by the new product solution
B. current existing products that are being displaced by the solution
C. current configuration guide of the product solution
D. product use case that will achieve the desired outcome

Answer: D

Reference: https://sixteenventures.com/improve-adoption

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